

MARY BETH RONDO
Palatine, IL 60067
847.555.1212
marybethrondo@harpercollege.edu

MEDICAL OFFICE MANAGER

More than 10 years of experience in providing medical office administration in a fast-paced patient centered environment with a dedication to operational excellence. Familiar with all day-to-day operations including hiring, training, scheduling, payroll and supervision of office staff, managing files and electronic medical records, insurance billing and claims reimbursement. Ensure compliance with HIPAA and OSHA regulations.

PROFESSIONAL EXPERIENCE

Northwest Community Hospital, Arlington Heights, IL July 20xx to Present

Medical Care Office Supervisor

- Manage registration processes, reimbursement and customer service for department to maximize resources and patient service
- Contact health insurance companies for eligibility, benefits and claims information
- Supervise maintenance of electronic medical records and correspondence files
- Hire, train and schedule staff and provide in-service workshops monthly

Logins Chiropractic Center, Hoffman Estates, IL January 20xx to June 20xx

Medical Office Assistant

- Handled patient interactions including answering telephone and scheduling and confirming patients' appointments, surgeries, and medical consultations
- Greeted patients and assisted them in completing required intake forms
- Ordered and maintained inventory of supplies
- Interviewed patients to complete documents, case histories, intake and insurance forms

COMPUTER SKILLS

Microsoft Word, Excel and PowerPoint

VOLUNTEER ACTIVITIES

Palatine Township Senior Citizens Council, Palatine, IL May 20xx to Present

- Answer phones, perform clerical duties and data entry
- Welcome visitors, provide directions and give tours of facility
- Help with meal programs at Our Place Café
- Staff gift shop, inventory merchandise and provide customer assistance

EDUCATION

Harper College, Palatine, IL
Associate in Applied Science, Health Care Office Manager May 20xx

PROFESSIONAL ASSOCIATION

American Association of Healthcare Administrative Manager (AAHAM)